



## We Need More Information About You

After applying online for health coverage, did you see this message on your screen?

### Thank You!

Your application tracking number is #####. Be sure to write this number down or print this page for your records.

Your online application has been sent to a Medical Assistance Site. If you have questions about the status of your online application, please contact the Medical Assistance Site. To find the Medical Assistance Site address [click here](#). Please have your application tracking number available to get answers more quickly.

Before submitting another application, please contact the Medical Assistance Site and provide your application tracking number.

[Click Here](#) for more information about how long it may take to get an answer.

### Medical Assistance Results

Thank you for submitting your application through Colorado.gov/PEAK. We have received your application but do not have enough information to make an eligibility determination at this time. There can be several reasons for this, the most common reasons include:

- We may already have a record that is similar to yours and need to follow up with you to ensure that there are not duplicate accounts or
- You may not have filled in enough fields before hitting "submit" for us to process your application.

### What to Expect Next

We need more information from you to process your application. You can call 1-800-359-1991 to find out the status of your application and work directly with a customer service representative to provide us the information still needed to process your application. Your customer service representative will tell you if you are approved or denied. Once we have

If yes, then we need more information to process your application. It is critical that the following information is correct for all individuals on your application:

- ☒ Legal name
- ☒ Social Security number or Legal Permanent Resident ID
- ☒ Birthdate

## Your Next Steps

1. You will receive a letter in the mail that tells you what information we need to process your application. You can also log on to Colorado.gov/PEAK using your PEAK or Connect for Health Colorado Account information and view the letter from us in your PEAK Mail Center.
2. Gather the information we need and either send it to you the Contact Person listed at the top of your letter or scan in your documents and upload them in your PEAK Account.
3. Once we get the information from you, we will figure out what program you qualify for.
4. You will get a letter from us tell you what program you qualify for:
  - If you are **approved** for Medicaid or Child Health Plan *Plus* (CHP+), you will get a letter in the mail with more information.
  - If you are **denied** Medicaid or CHP+:
    - Use your **Authorization Number** and go online to ConnectforHealthCO.com or call 1-855-PLANS-4-YOU (855-752-6749) to shop for private health insurance through Connect for Health Colorado marketplace.

### For questions about the PEAK application

See our online list tips on [Colorado.gov/health](https://colorado.gov/health)

### For the status of your Medical Assistance application

[Log on to Colorado.gov/PEAK](https://colorado.gov/PEAK)

### For general questions about Medical Assistance and benefits

Call 1-800-221-3943  
TDD 1-800-659-3745  
M-F 7:30 a.m.-5:15 p.m.